LINKSYS one™
A Division of Cisco Systems, Inc.

User Guide
Release 1.3

LINKSYS ONE IP PHONE

Business IP Phone for Key Systems
Models PHM1200 and PHB1100

cisco

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Chapter 1

Getting Started

This guide introduces you to your Linksys One IP phone and provides an overview of your phone's features.

NOTE: Each phone comes with a Quick Installation Guide.Be sure to refer to the Quick Installation Guide to install your phone.

NOTE: Each phone also includes a Quick Reference Card. Be sure to refer to the Quick Reference Card for commonly used features on the phone.

You can also refer to the table below for frequently used sections in this guide:

If you want to...	Then...
Connect Your Phone	See "Connecting Your Phone" section on page 3.
Understand your phone buttons	See "Understanding Phone Buttons" section on page 4.
Learn about your phone screen	See "Understanding Your Phone Screen" section on page 5 and "Using PHM1200 IP Phone Screen Features" section on page 20.
Use line and feature buttons for basic call handling	See "Basic Call Handling Options" section on page 11.
Use customized features for special call handling	See "Advanced Call Handling Options" section on page 18.
Set Up AutoDials on your phone	See "Setting up Auto Dials" section on page 39.
Share a phone number	See "Using Shared Lines" section on page 20.

If you want to...	Then...
Use your phone's speakerphone or connect a headset	See "Using the Handset, Headset and Speakerphone" section on page 17.
Change the ring volume or tone	See "Using the Handset, Headset and Speakerphone" section on page 17.
View call history	See "Using Call History" section on page 23.
Dial from a local directory	See "Using the Local Directory" section on page 23.
Listen to your voice messages	See "Using Voice Mail" section on page 25.
Customize your phone using a web page	See "Customizing Your Phone Settings" section on page 34.

Additional Documentation

Refer to the following documentation at www.linksys.com/linksysoneproducts:

- *Linksys One IP Phone for Key Systems Model PHM1200 Quick Reference*
- *Linksys One IP Phone for Key Systems Model PHB1100 Quick Reference*
- *Linksys One IP Phone Model PHM1200 Quick Installation Guide*
- *Linksys One IP Phone Model PHB1100 Quick Installation Guide*

Chapter 2

Getting to Know Your Phone

The Linksys One IP phone PHM1200 and PHB1100 are wired desktop phones that provide voice communication over a data network. In addition to the phone features you've come to expect from a traditional phone, the Linksys One IP phone also provides:

- Simple automated installation with your Linksys One Services Router.
- Call processing features with integrated Voice Mail and Auto Attendant.
- Ability to access phone features using the phone screen interface (PHM1200 IP Phone only).
- Online control of custom phone features and settings via a User web page.

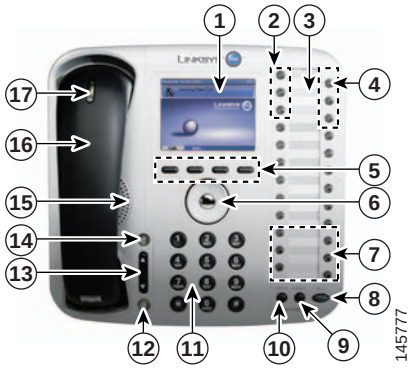
This section provides a detailed overview of your IP phone. It describes the function of each phone button and provides instructions on navigating your phone. The following topics are covered:

- "Understanding Phone Buttons" on page 4
- "Understanding Your Phone Screen" on page 5
- "Understanding Line and Call Icons" on page 8
- "Understanding Your Phone Passwords" on page 9

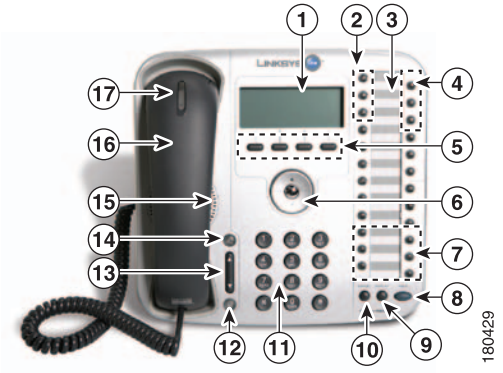
Understanding Phone Buttons

This table describes the buttons on your IP phone. See the button layout illustration at right:

	Description
1	Phone screen serves as your phone "desktop.".
2	Intercom buttons are available for handling calls inside your company.
3	The button template lists your intercoms, outside lines, and feature button assignments.
4	Outside line buttons provide access to the external phone lines assigned to you. Use these buttons to place and receive calls outside your company.
5	Four softkeys allow you to access and select options for applications running on the phone (PHM1200 IP phone only).
6	5-position key (PHM1200 IP phone) OR 3-position navigation key (PHB 1100 IP phone).
7	Feature buttons provide quick access to assigned phone features.
8	**Hold** button puts a call on hold.
9	**Display** button shows button layout (PHM1200) OR the phone's MAC address (PHB 1100).
10	**Cancel** button cancels the current phone task and displays the previous screen.
11	Phone key pad allows you to dial a phone number and interact with Voice Mail and Auto Attendant systems.
12	**Microphone** button mutes (red) and unmutes the microphone.
13	**Volume** control adjusts volume for the handset speaker, headset and the speakerphone.
14	**Speakerphone** button enables hands-free calling via the speakerphone or headset. This button turns green when the speakerphone is on.
15	Phone speaker provides hands-free listening.
16	Handset.
17	Voice message indicator turns red when you have a voice mail message.



Linksys One IP Phone Model PHM1200



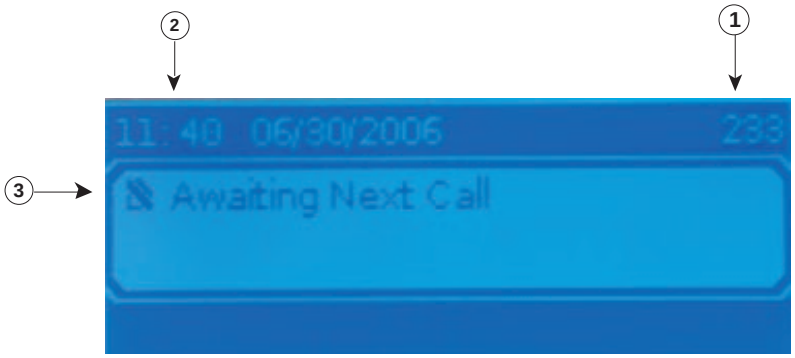
Linksys One IP Phone Model PHB1100

Chapter 2

Understanding Your Phone Screen

PHB1100 IP Phone

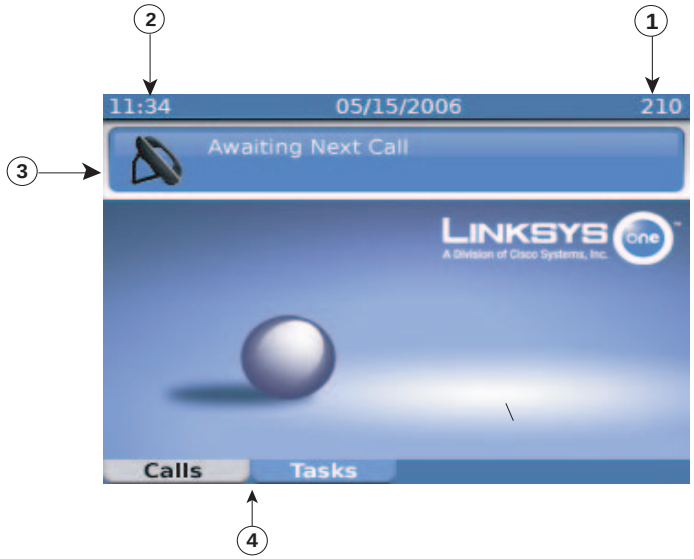
This is what your main PHB1100 phone screen may look like once your phone is connected:



1	Primary phone line	Displays the phone number (directory or intercom number) for your primary phone line.
2	Date and Time Display	Displays the current date and time
3	Call activity area	Displays the caller ID, current calls per line, call duration and call state. See "Understanding Line and Call Icons" on page 8.

PHM1200 IP Phone

This is what your PHM1200 phone screen may look like once your phone is connected.



1	Primary phone line	Displays the phone number (directory or intercom number) for your primary phone line.
2	Date and Time Display	Displays the current date and time.
3	Call activity area	Displays the caller ID, current calls per line, call duration and call state."Understanding Line and Call Icons" on page 8.
4	Calls and Tasks Softkey tabs	Each softkey tab display a feature menu. To activate a softkey, press the softkey button. See "Using the Calls tab" on page 21 and "Using the Tasks tab" on page 23.

Navigating the PHM1200 IP Phone Menu

Here's how you navigate your PHM1200 IP phone screen menu:

If you want to...	Then...
Select an item on the screen	1. Use the arrows on the navigation dial to scroll through menus and tabs. 2. Press the center button on the navigation dial to select a highlighted item.
Go back to the previous screen or exit a screen	Press the **Cancel** button. On the Voice Mail and the Auto Attendant screens, you can also press the left navigation button to go back to the previous screen.
Erase text on a screen	Press the left arrow on the navigation dial to erase digits you enter on the screen.

Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state.

Line or Call State	PHM1200 Phone Screen	PHB1100 Phone Screen
Idle		
Outgoing call		
Incoming call		
Call connected		
Call on hold		
Error		
Conference call		
Call proceeding		

Chapter 2

Understanding Your Phone Passwords

Here is a list of default passwords that you will use to access phone features. Some features may not be available to you and must be enabled by your phone administrator for you to access.

Feature/Action	User	How to Access	Default Password
Manage Personal Voice Mail	All users with a personal voice mailbox.	• Dial user extension +100 OR • Press the Voice Mail feature button. See "Managing Your Personal Voice Mailbox" on page 28.	User extension +100. This is the same password used to access the Linksys One Portal. For example, the password for extension 210 is 310 (210 + 100). Your personal voice mail password is also used to access your Linksys One Portal. Therefore, if you change this password, you are also changing the password for your Linksys One Portal when you login as a User.
Manage System Voice Mail	Users who have access to the System Voice Mailbox.	• Dial one of the four system voice mail numbers 301, 302, 303 or 304 OR • Press the System Voice Mail feature button. See "Accessing Your System Voice Mailbox" on page 32.	The default password for system voice mail is the same as the system voice mailbox number: 301, 302, 303 or 304 respectively.

Feature/Action	User	How to Access	Default Password
Call the Auto Attendant	All users	Dial extension 201. See "Accessing the Auto Attendant" on page 42.	No password needed.
Manage the Auto Attendant	Users who have access to the Auto Attendant greetings.	• Dial extension 209 OR • Press the After Hours feature button. See "Managing the Auto Attendant" on page 42.	209.
Access the Linksys One Portal	All users	Enter the User extension See "Logging into the Linksys One Portal" on page 34.	User extension +100. When you log in as a User, your Linksys One Portal password is also used to access your Personal Voice Mailbox. Therefore, if you change this password, you are also changing the password for your Personal Voice Mail.
Call the Operator	All Users	Dial 200 If no operator answers, the call is sent to system voice mail. See "Managing Operator Calls" on page 46	No password needed.

Chapter 3

Using Your Phone

Your Linksys One IP phone includes a range of features for call handling. This section describes how to access your phone features. The following topics are covered:

- "Basic Call Handling Options" on page 11
- "Advanced Call Handling Options" on page 18
- "Using PHM1200 IP Phone Screen Features" on page 20

IMPORTANT: You must setup your phone button template before accessing your phone features. You can customize and print your phone button template from your User Template page. See "Accessing Your User Template" on page 39 for information.

Basic Call Handling Options

Your Linksys One IP phone (PHM1200 and PHB1100 models) allow basic call handling through line and feature buttons on your phone.

NOTE: Some phone features may not be available to you. See your phone administrator for more information.

Placing a Call

Here are some easy options you can use to place a call.

If you want to...	Then...
Place a call using the handset	Pick up a handset and enter a number. See "Using the Handset, Headset and Speakerphone" on page 17.
Place a call using the speakerphone	Press the speakerphone button and enter a number. See "Using the Handset, Headset and Speakerphone" on page 17.
Place a call using the headset	1. Plug a headset into the headset port on the back of the phone. 2. Press the **Headset** feature button . 3. Press the speakerphone button to place a call using the headset. See "Using the Handset, Headset and Speakerphone" on page 17.
Redial a number	Press the **Redial** feature button to dial the last dialed extension or an outside number.
Place a call when another call is active	1. Press the **Hold** button on the phone. 2. Press an intercom or outside line button to make the call 3. Enter a number.
AutoDial a number	Do one of the following: • Lift the handset and press the Auto Dial button for the phone number or extension you want to call. • To use the speakerphone, simply press the Auto Dial button without lifting the handset.

Answering a Call

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...
Answer with a headset	1. Plug a headset into the headset port on the back of the phone. 2. Press the **Headset** feature button . 3. Press the speakerphone button to answer a call using the headset. See "Using the Handset, Headset and Speakerphone" on page 17.
Answer a Call While on Another Line	1. Press the flashing line button for the incoming call. This puts the previous call on hold. 2. Greet the new caller. 3. To return to the previous call, press the flashing line button for the call. The second caller will be put on hold.
Forward a received call	Use Forward Always. See "Forwarding Calls" on page 15.
Retrieve a parked call	Use Call Park. "Using Call Park" on page 18.

Ending a Call

To end a call using the handset, hang up. Here are some options:

If you want to...	Then...
End a call using a headset	Press the **Headset** feature button .
End a call using the speaker phone	Press the speakerphone button .

Using Hold and Resume

You can hold and resume calls

If you want to...	Then...
Place a Call on Hold	While in a call, press the **Hold** button on the phone or on the phone screen.
Remove a call from Hold	To resume the call, press the line button for the call.

Using Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute in conjunction with a handset, headset or a speakerphone. Also, see "Using the Handset, Headset and Speakerphone" on page 17.

If you want to...	Then...
Use Mute	Press the microphone button. When the phone is muted, the microphone button LED lights red.
To Unmute	To unmute the phone, press the microphone button again.

Transferring Calls

You can redirect a connected call to another phone number.

If you want to...	Then...
Transfer a Call	1. While on an internal call, press the **Transfer** feature button. 2. Select an intercom and call the number to which you want to transfer the call. 3. Announce the call (optional). 4. Press **Transfer** again to complete the transfer or hang up.

Forwarding Calls

You can redirect or forward incoming calls to another destination.

If you want to...	Then...
Set Forward Always On	Press the Forward Always button to forward your calls to a destination. The Forward Always button lights up. To set call forward destinations on your phone, see section "Changing Your Call Forward Settings" on page 36.
Set Forward Always Off	Press the Forward Always button again to turn off Forward Always.

Using Do Not Disturb

The Do Not Disturb (DND) feature button allows you to disable the phone ringer and call waiting features.

If you want to...	Then...
Turn on DND	Press the DND feature button to turn it on.
Turn off DND	Press the active DND feature button again to turn it off.

Making Conference Calls

Your phone allows you to create a three-way conference call.

If you want to...	Then...
Create a Conference Call	1. Place a call to the first participant. 2. Press an intercom button or outside line button and dial the next participant. This puts the first call on hold. 3. When the second participant answers the call, press the **Conference** feature button. The conference button lamp on your phone will light up green. 4. Press the intercom or line button for the first call. The participants are now connected in a conference call. A total of three participants can be connected in a call. When a conference call is in progress, the buttons for the intercoms or lines involved in the call light up green.
End a Conference Call	Hang up. If you created the conference, all participants drop and the call ends. Only the person who created the conference can end it.
Leave a Conference Call	If you want to leave a conference call that you created, press the **Transfer** feature button. The other call participants will remain on the call (regular phone call) until they hang up.

Using the Handset, Headset and Speakerphone

You can use your phone with a handset, headset or speakerphone.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use a headset	Press the headset button to set the headset mode on or off. You can use a headset in conjunction with the volume and mute buttons. Also see the "Recommended Headsets for Linksys One IP Phones" document at http://www.linksys.com/linksysoneproducts
Use a speakerphone	Press the speakerphone button to set the speakerphone on or off.
Switch to the headset or speakerphone (from the handset) during a call	Press the speakerphone or headset button, then hang up the headset.
Switch to the handset (from the speakerphone or headset) during a call	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press the volume button during a call. This action adjusts the volume for the handset, speakerphone or headset depending on which device is in use.

Advanced Call Handling Options

Advanced call handling tasks involve special feature buttons that your phone administrator may configure for your phone depending on your call handling needs.

Using Call Park

You can park a call when you want to store the call so that you or someone else can retrieve it using another Linksys One IP phone (for example, at phone at a co-worker's desk or conference room).

If you want to...	Then...
Park a Call	1. During a call, press the **Park** feature button. 2. Note the Call Park phone number displayed on your phone screen. 3. Hang up.
Retrieve a parked call	Press the **Park button** again or dial the call park number using intercom from any phone on the network. If a parked call is not retrieved (within 30 seconds), the park lamp display glows red as a reminder for a limited time. Once the call is retrieved, the Park lamp turns off.

Using Voicemail

You can access and manage personal voicemail using the Voicemail feature button.

If you want to...	Then...
Use the Voicemail feature button	See "Accessing Personal Voice Mail Using Voice Prompts" on page 25.

Using System Voice Mail

You can access and manage the system-wide mailbox using the System Voicemail feature button. However, this feature is not available by default and must be enabled by your phone administrator.

If you want to...	Then...
Use the System Voicemail feature button	See "Accessing Your System Voice Mailbox" on page 32.

Enabling the After Hours Greeting

You can set the times the Auto Attendant plays the After Hour Greeting. However, this feature may not be available to you.

If you want to...	Then...
Enable or Disable the After Hours Greeting	See "Enabling the After Hours Greeting" on page 45.

Answering Operator Calls

You can answer operator calls.However, this feature may not be available to you.

If you want to...	Then...
Answer Operator Calls	See "Managing Operator Calls" on page 46.

Using Operator Do Not Disturb

You can use the Operator Do Not Disturb (DND) button to opt out of the operator queue. However, this feature may not be available to you.

If you want to...	Then...
Use Operator DND	See "Managing Operator Calls" on page 46.

Using Shared Lines

You can use a shared line if you are sharing call-handling tasks with co-workers using a single one phone number. This feature may not be available to you and must be configured on your phone.

If you want to...	Then...
Add yourself to a shared line	Contact your phone administrator. Incoming calls will ring all phones that share the line, and the line button on each phone flashes red.
See if the shared line is in use	When a shared line is in use, the line button on the other phones that share the line are solid red. You cannot make a call on a shared line that is in use.

Using PHM1200 IP Phone Screen Features

You can access feature menus on your phone screen using the Calls and Tasks softkey tabs.

NOTE: Some features may not be available on your phone screen; these must be enabled by your phone administrator.

Using the Calls tab

Press the Calls tab to open the Calls menu. Here are some options that are available:

Placing Calls

You can place an internal or external call.

If you want to...	Then...
Place a call	Press the **Calls tab** and dial a phone number.
End a call	Press **Calls>End Call** to finish a call.

Transferring Calls

You can redirect a connected call to another phone number.

If you want to...	Then...
Transfer a Call	1. While on an internal call, press **Calls >Transfer** 2. Select an intercom and dial the number to which you want to transfer the call. 3. Announce the call (optional). 4. Select **Transfer** again or hang up.

Using Hold and Resume

You can hold and resume calls.

If you want to...	Then...
Place a call on Hold	While in a call, select **Calls>Hold** on the phone screen.
Remove a call from hold	To resume the call, press **Calls>Resume** button on the phone screen while in a call.

Making Conference Calls

You can create a three-way conference call.

If you want to...	Then...
Create a Conference Call	1. Place a call to the first participant. 2. Press an intercom button or outside line button and dial the next participant. This puts the first call on hold. 3. When the second participant answers the call, press **Calls >Conference**. The conference button lamp on your phone will light up green. 4. Select **Calls>Join** for your first call. The participants are now connected in a conference call. A total of three participants can be connected in a call. When a conference call is in progress, the buttons for the intercoms or lines involved in the call light up green. To split conference call participants, select the **Calls>Split** button.
Leave a Conference Call	If you want to leave a conference call that you created, select the **Transfer** button. The other call participants will remain on the call (regular phone call) until they hang up.
End a Conference Call	Press **Calls>End Call**. If you created the conference, all participants drop and the call ends. Only the person who created the conference can end it.

Using the Tasks tab

Press the Tasks tab to open the Tasks menu. Here are some options:

Using Call History

Your phone maintains a call history that contains records of your missed, placed and received calls. You can also place calls from the Call History List.

If you want to...	Then...
Use the Call History List	1. Press **Tasks>Call History** 2. Use the navigation dial to scroll to the number you want to call in the **Call History** List. 3. To place the call, lift the handset and press the center navigation button, or simply press the center navigation button to place the call on the speakerphone.

Using the Local Directory

You can use the Local Directory to place internal calls to co-workers.

If you want to...	Then...
Use the Local Directory	1. Press the **Tasks>Local Directory**. 2. Scroll to the person you want to call and press **Dial**.

Using Voicemail

You can access and manage personal voicemail.

If you want to...	Then...
Use Voicemail	See "Accessing Personal Voice Mail Using the Phone Screen" on page 26 and "Managing Your Personal Voice Mailbox" on page 28.

Using System Voice Mail

You can access and manage the system-wide mailbox. However, this feature is not available by default. and must be enabled by your phone administrator.

If you want to...	Then...
Use the System Voicemail	See "Accessing Your System Voice Mailbox" on page 32.

Chapter 3

Using Voice Mail

The Linksys One IP phones include an integrated Voice Mail application for high-quality voice messaging services. You can access voice mail from your phone using the **Voice Mail** menu on your phone screen, or from any phone using the voice mail prompts. When you receive a new message, the message waiting indicator lights up on your phone and a stuttered dial tone is played when you go off hook (if configured).

This section provides procedures for accessing and managing your personal and system voice mailbox. The following topics are covered:

- "Accessing Personal Voice Mail Using Voice Prompts" on page 25
- "Accessing Personal Voice Mail Using the Phone Screen" on page 26
- "Managing Your Personal Voice Mailbox" on page 28
- "Accessing Your System Voice Mailbox" on page 32

Accessing Personal Voice Mail Using Voice Prompts

Access your personal voice mail using voice prompts on your PHM1200 and PHB1100 IP phone as follows:

Using an Intercom Button

1. Select an intercom on your phone and dial your voice mail phone number. Your voice mail number is your intercom extension plus 100.

   Intercom = 210

   Voice Mail Number = 310

For security purposes, it's a good idea to change your password the first time you log in to your voice mail. See "Changing Your Voice Mail Password" on page 31.

2. Follow the voice prompts to record your name, access voice mail and change personal settings.

Using an Outside Phone

- From an outside phone, dial the phone number for the Auto Attendant.

NOTE: If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 36. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

- When you hear your voice mail greeting, press the * key to interrupt your greeting and access your mailbox

Using the Voice Mail Feature Button

1. Press the **Voice Mail** feature button.
2. Follow the voice prompts to record your name, access voice mail, and change personal settings.

Accessing Personal Voice Mail Using the Phone Screen

NOTE: This option is only available on the PHM1200 phone. The PHB1100 phone does not provide access to Voice Mail through the phone screen.

On your PHM1200 IP phone screen:

1. Press the **Tasks** softkey tab and select **Voice Mail- Personal Mailbox XXX** (where XXX is the mailbox number)**.**
2. On the Voice Mail menu, select the desired Voice Mail option.

See the table below for options that are available to you on the Voice Mail menu (you can click the back arrow on the navigation dial to return to the previous menu).

Option	Description	Action
New Messages	Displays a list of new messages in your voice mailbox, including the caller ID, date and time stamp, and length of the message.	1. Click the **Play** tab to listen to the message or click the **Save** tab to save the message. 2. Press the forward navigation key for advanced message handling options.
Saved Messages	Displays a list of the saved messages in your voice mailbox, including the caller ID, date and time stamp, and length of the message.	Click the **Play** tab to listen to the message or click the **Trash** tab to send the message to the Trash. You can still access this message from the **Trash** menu option. Press the forward navigation key for advanced message handling options.
Trashed Messages	Displays a list of messages you have sent to the trash, including the caller ID, date and time stamp, and length of the message.	Click the **Play** tab to listen to the message or click the **Shred** tab to completely erase the message. Press the forward navigation key for advanced message handling options.
Voice Mail Options	Displays menu items for recording greetings, changing personal settings, and changing notification settings.	See "Managing Your Personal Voice Mailbox" on page 28 for details on how to use the **Voice Mail Options** menu. Press the forward key for advanced message handling options.

Chapter 4

Managing Your Personal Voice Mailbox

The following sections help you set up your voice mail using the phone screen interface on your PHM1200 IP phone:

- "Recording Voice Mail Greetings" on page 29
- "Recording Your Name" on page 29
- "Changing Your Voice Mail Password" on page 31
- "Changing Voice Mail Notification Settings" on page 32
- "Accessing Your System Voice Mailbox" on page 32

If you want to set up your voice mail using voice prompts (PHM1200 and PHB1100 IP Phone Models), see "Accessing Personal Voice Mail Using Voice Prompts" on page 25.

Recording Voice Mail Greetings

You can record two types of greetings that are played when calls get forwarded to voicemail: a **Primary** Greeting and an **Alternate** greeting:

Using the Voice Mail Feature Button:

1. Press the **Voice Mail** feature button.
2. Follow the voice prompts to record your greeting.

On your PHM1200 IP phone screen:

1. Press the **Tasks** softkey tab and select **Voice Mail.**
2. On the phone screen, use the navigation dial to highlight and select **Options**.
3. Select **Greetings**.
4. Select **Primary Greeting**.
5. Press the **Record** softkey.
6. Follow the instructions on the screen to record your primary greeting.
7. Press the **Play** softkey to playback your greeting. If you'd like to re-record it, press the **Record** softkey again and follow the instructions on the screen.
8. When you are satisfied with your greeting, highlight and select **Primary Greeting** to set this as the message that callers will hear. You'll see a green check mark next to the **Primary Greeting** menu option.
9. If desired, record an alternate greeting. Perform the same steps above, selecting **Alternate Greeting** instead of **Primary Greeting**.

Recording Your Name

Using the Voice Mail Feature Button:

1. Press the **Voice Mail** feature button.
2. Follow the voice prompts to record your name.

On your PHM1200 IP phone screen:

1. Press the **Tasks** softkey tab and select **Voice Mail.**
2. On the phone screen, use the navigation dial to highlight and select **Options**.
3. Select **Personal Settings**.
4. Select **Recorded Name**.
5. Press the **Record** softkey.
6. Follow the instructions on the phone screen to record your name. When recording is complete, the phone screen displays "Recording Successful!".
7. Press the **Play** softkey to playback your recorded name. If you'd like to re-record it, press the **Record** softkey again and follow the instructions on the screen.

NOTE: You must record a name to appear in the Auto Attendant directory for callers searching by name.

Changing Your Voice Mail Password

Using the Voice Mail Feature Button:

1. Press the **Voice Mail** feature button.
2. Follow the voice prompts to change your voice mail password.

On your PHM1200 IP phone screen:

1. Press the **Tasks** softkey tab and select **Voice Mail.**
2. Select **Options**.
3. Select **Personal Settings**.
4. Select **Change Password**.
5. Enter a new password and press the **Enter** softkey.
6. Confirm your new password and press **Enter** again.

NOTE: Your voice mail password is the same password you use to access your Linksys One Portal when you log in as a User. Therefore, if you change it here, you'll need to use the new password to log in to your Linksys One Portal. See "Logging into the Linksys One Portal" on page 34.

Changing Voice Mail Notification Settings

When you have a new voice mail message in your voice mailbox, the message waiting indicator on the phone handset lights up red and you'll also hear a "stutter" dialtone when you go off hook. If desired, you can disable the stutter dialtone notification as follows:

1. On your phone, press the **Voice Mail** feature button. If you use the **Tasks** softkey tab, you must select **Voice Mail > Voice Mail Options > Notification Settings**.

2. Select the **Disable** tab to clear the checkbox next to **Stutter Dialtone**.

You can enable the stutter dialtone notification at any time by selecting the **Enable** tab on the **Notification Settings** phone screen.

Accessing Your System Voice Mailbox

Each Linksys One phone has one system voice mailbox. However, additional mailboxes can be enabled. When a system voice mailbox is enabled, a feature button is added to your phone allowing direct access to the System voicemail The system voice mailboxes are shared across the entire system.Your phone administrator can assign a maximum of 4 system voice mailboxes on your phone.

You can access your system voicemail as follows:

Using an Intercom Button:

1. Select an intercom on your phone and dial the default extension 301 (or the extension number for your system-wide mailbox as applicable).

Using an Outside Line:

- From an outside line, access the Auto Attendant and dial extension 301 (or the extension number for your system-wide mailbox as applicable).

NOTE: If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 36. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

On your PHM1200 IP phone screen:

1. Press the **Tasks** softkey tab and select **Voice Mail- System Mailbox XXX** (where XXX is the mailbox number)**.**

Using the System Voice Mail Feature Button:

1. Press the **System Voice Mail** feature button to access your system-wide mailbox.

Chapter 5

Customizing Your Phone Settings

Although most system settings are already set for you, you can control some phone features and settings using the web browser on your computer. Once you define your phone settings, you can access them on your phone.

This section describes how to access your phone settings on the Linksys One Portal. The following topics are covered:

- "Logging into the Linksys One Portal" on page 34
- "Changing Your Password" on page 35
- "Changing Your Call Forward Settings" on page 36
- "Accessing Your User Settings" on page 36
- "Accessing Your User Template" on page 39
- "Viewing Phone Button Assignments" on page 41
- "Installing the Button Template on Your Phone" on page 41

Logging into the Linksys One Portal

Here's how you can use the Linksys One Portal to customize your phone system:

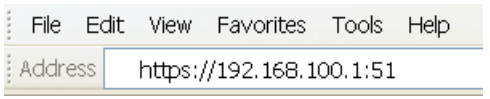
1. Open a browser and type the IP address for the Services Router as follows:

   - If you are accessing the Linksys One Portal on a computer that is connected to a LAN port on the Services Router, type:

     https://192.168.100.1:51

   - If you are accessing the Linksys One Portal on a computer that is remote from the Services Router, type the IP address of the Services Router in the format:

     https://<ip address of SVR3000 Services Router>:51



2. When presented with a User login page, enter the following information:

   User: **<3-digit phone extension>**

   Password: **<3-digit phone extension + 100>** by default

Changing Your Password

The first time you access your Linksys One Portal you will be prompted to change your password.

NOTE: If you change your password on your Linksys One Portal when you log in as a User, you are also changing it for your voice mail (and vice-versa).

For security purposes, it's a good idea to change your password the first time you login to the Linksys One Portal.

Here's how you change the password for your Linksys One Portal when you log in as a User.

NOTE: You can also change your password from the **Voice Mail** menu on the phone screen. See "Changing Your Voice Mail Password" on page 31.

1. Login to your Linksys One Portal.
2. Click on **Accounts**.
3. In the Password Change section, type your old and new password. For password verification, type your new password again.
4. Click the Commit button to save your changes. Your password will be updated immediately.

Chapter 5

Accessing Your User Settings

Use your web-based **User Settings** page to set your call forwarding options and change the name assigned on your phone. To access your User Settings page:

1. Login to Linksys One Portal.
2. Click on **Phone Applications**.
3. Click on **User Settings**.

Changing Your Call Forward Settings

You can personalize your call forward destinations on your User Settings page. Two call forwarding options are available: Call Forward Always and Call Forward Busy or No Answer.

NOTE: Call Forward Always and Call Forward No Answer affect all intercoms and lines.

NOTE: If your phone administrator has already configured call forward settings for you, the call forward destinations will not be available on the User Settings page.

To change your Call Forward Always settings:

1. Open your **User Settings** page.
2. Click the Call Forward Always checkbox.
3. Choose a call forward destination from the drop down box (see table).
4. Click

. Your changes take effect immediately.

Call Forward Option	Description
Call Forward Always	All calls are forwarded to the specified destination before ringing.
Call Forward Busy or No Answer	If your extension is busy or there is no answer, calls are forwarded to the specified destination.

Call Forward Always Destination	Description
Auto Attendant	All Incoming calls are forwarded to the Auto Attendant.
Personal Voice Mail	All Incoming calls are forwarded to your personal voice mailbox.
Operator	All incoming calls on this line are forwarded to the system operator.
Intercom Of	All incoming calls are forwarded to the intercom number set here.
Voicemail of	All incoming calls are forwarded to the voice mail of the Intercom number set here.
VM_System	All incoming calls are forwarded to the company's voice mailbox or one of the four system voice mail (if additional mailboxes are enabled).

To Forward Busy or No Answer calls:

1. Open your **User Settings** page.
2. Choose a Call Forward Busy or No answer destination from the drop down box (see table).
3. You can also set the number of rings to be allowed before the call is forwarded (the maximum limit is ten).
4. Click Commit . Your changes take effect immediately.

Setting a Name

The First Name and Last Name fields set the name you want associated to your extension in the Auto Attendant directory. This is also the name that appears on your phone screen. To change this setting type a new first name and last name. Click Commit to save your changes.

Call Forward Busy or No Answer Destination	Description
Never	Busy or unanswered calls are not forwarded. All phones with this setting continue to ring until they are answered.
Auto Attendant	Busy or unanswered calls are forwarded to the Auto Attendant.
Personal Voice Mail	Busy or unanswered calls are forwarded to your personal voice mailbox.
Operator	Busy or unanswered calls are forwarded to the system operator.
Intercom Of	Busy or unanswered calls are forwarded to the intercom number set here.
Voicemail of	Busy or unanswered calls are forwarded to the voice mail of the Intercom number set here.
VM_System	Busy or unanswered calls are forwarded to the company's voice mailbox or one of the four system voice mail (if additional mailboxes are enabled).

Enabling the Voicemail to Email Forwarding Option

You can setup your IP phone to forward voicemail alerts to a specified email address.

To enable voicemail to email forwarding:

1. Open your **User Settings** page.
2. Enter your email address in the Voicemail to email forwarding box.
3. Choose the Voicemail to email forwarding mode (see table).
4. Check the **Enable** box.
5. Click Commit. Your changes take up to a minute to take effect.

Voicemail to Email Forwarding Mode	Description
Notification only	When a voicemail message arrives, a notification email is sent to the specified email address.
Voicemail attached	When a voicemail message arrives, a notification email with attached new voicemail is sent to the specified email address. Your phone also displays a new message and the indicator on your handset is lit.
Voicemail attached and move VM to "Saved"	When a voicemail message arrives, a notification email with attached new voicemail is sent to the specified email address plus the voicemail is moved from New to Saved messages on your phone.

Accessing Your User Template

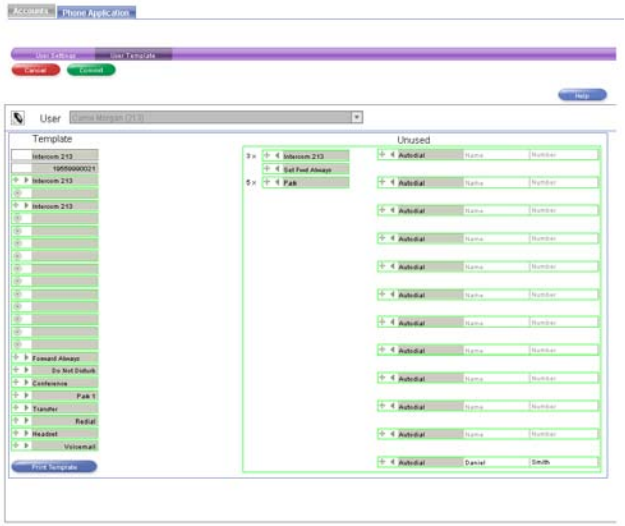
Use your web-based User Template page to change the phone and Auto Dial features for a customized phone button template.

To access your User Template page:

1. Login to Linksys One Portal.
2. Click on **Phone Applications**.
3. Click on **User Template**.

Customizing the Phone Button Template

The User Template page is divided into two areas: the Template area and the Unused area. The Template area (located on the left side) shows the current phone and Auto Dial feature assignments. The Unused area (located on the right side) shows the features and auto dial settings that are available but not currently in use.



You can setup, move and reorder these phone and Auto Dial features for your button template as follows:

Setting up Auto Dials

1. Click in the Name side of the AutoDial Feature and enter a name.
2. Click in the Number side of the AutoDial feature and enter a phone number.
3. When you are finished, click Commit .

To move an unused phone or AutoDial feature to your button template:

1. Click the Move icon ( ).
2. Move the feature to the desired location in the button template. A drop target ( ) represents an unused slot to the button template.
3. Click once to release the feature.
4. Click Commit to save your changes.

To move a phone or AutoDial feature from your button template:

1. Locate a phone or AutoDial feature in your button template.
2. Click the Move icon( ).
3. Move the feature to the Unused area.
4. Click once to release the feature.
5. Click Commit to save your changes.

To reorder the button assignments on your button template:

1. Locate a phone or AutoDial feature on your button template.
2. Click the Move icon( ).
3. Move the feature to an unused location in the button template. A drop target ( ) represents an unused slot to the button template.
4. Click once to release the feature.
5. Click Commit to save your changes.

Moving a Phone or AutoDial feature using the direction arrow:

1. Click on the right or left direction arrow(or) to move the feature button to the other side.
2. Click Commit to save your changes.

NOTE: When moving a feature from the Unused area to the Template area, the feature is moved to the next available unused slot starting from the top.

Viewing Phone Button Assignments

You can view phone button assignments from your phone or from your **User Template** page as follows:

On your phone:

- Press the **Display** button.The feature assigned to that button is displayed at the top of your phone screen.
- You can also see which features are assigned to your phone buttons on the **Tasks > Button Layout** on your PHM1200 phone screen.

On Your User Template page:

1. Open your User Template page.
2. Click the **Print** button at the bottom of the page.

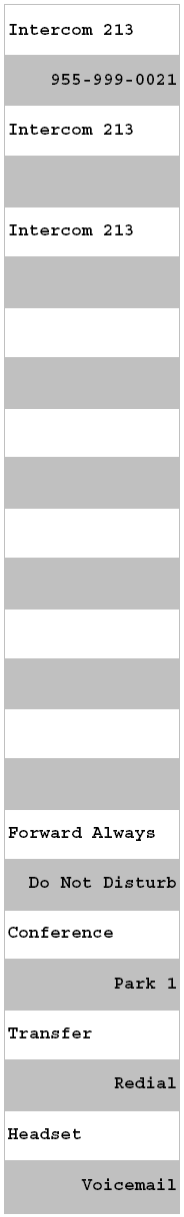
Printing Your Phone Button Template

The phone button template lists intercoms, private lines, Auto Dials and features configured for your phone. Here's how to print the phone button template and install it on your phone.

1. Open your User Template page.
2. Click the **Print** button at the bottom of the page. A PDF version of your button template is created. You can print this template.
3. Follow instructions on installing the button template on your phone.

Installing the Button Template on Your Phone

1. Trim the phone button template so that it fits on your phone.
2. Remove the plastic cover over the current button template on your phone.
3. Insert the new phone button template.
4. Replace the plastic cover.



Chapter 6

Using the Auto Attendant

The Linksys One IP phones include an Auto Attendant application that helps callers to quickly reach the right person or hear information they need without the assistance of an operator 24 hours a day, 7 days per week.

This section provides procedures for accessing and administering the Auto Attendant application. The following topics are covered:

- Accessing the Auto Attendant
- Managing the Auto Attendant

Accessing the Auto Attendant

The Auto Attendant application integrates with the office directory, allowing callers to reach their intended party using “dial by name or extension number” functionality. The Auto Attendant also features the ability for callers to talk "Live" to an Operator by pressing “0” in response to an Auto Attendant query.

You can access the Auto Attendant application by dialing the intercom or extension 201 and following the voice prompts.

Managing the Auto Attendant

To manage the Auto Attendant greetings and password, you will need to have administrative access to the Auto Attendant. This is controlled by your phone administrator.

If you do have administrative access, you can access the Auto Attendant Administration extension as follows:

- Dial intercom 209 and following the voice prompts.
- Use the **Tasks > Auto Attendant** menu on your PHM1200 IP Phone.
- Selecting the After Hours feature button (if enabled on your phone by your phone administrator; disabled by default).

You can then refer to the following sections for managing the Auto Attendant:

- "Recording the Auto Attendant Greeting" on page 43
- "Enabling the After Hours Greeting" on page 45
- "Changing the Auto Attendant Password" on page 45

Recording the Auto Attendant Greeting

If you have administrative access, you can change the greeting the Auto Attendant plays to callers before presenting the menu options. For example, you may want to greet the caller with your company name before presenting the menu options. You can record a Main greeting and an After Hours greeting for the Auto Attendant.

To record a greeting using the PHM1200 phone screen interface:

1. Select **Tasks** > **Auto Attendant** from your phone screen.
2. Type the password for the Auto Attendant. The first time you access the Auto Attendant the default password is set to 209. See "Changing the Auto Attendant Password" on page 45.
3. To record the Main greeting, select **Main Greeting** on the Auto Attendant phone screen.
4. Press the **Record** softkey.
5. Follow the instructions on the phone screen to record the greeting you want callers to hear during regular business hours. When recording is complete, the phone screen displays "Recording Successful!" and returns to the Auto Attendant phone screen.
6. Press the **Play** softkey to playback your greeting. If you'd like to re-record it, press the **Record** softkey again and follow the instructions on the screen.
7. To enable the Main Greeting, select **Main Greeting** on the Auto Attendant phone screen. When enabled, a green check mark displays next to **Main Greeting**.
8. To record the After Hours greeting, follow steps 1-7 above, selecting **After Hours** Greeting instead of **Main Greeting**.

To record a greeting using the Auto Attendant voice prompts for your IP phones:

1. Do one of the following:
   - Open an intercom on your phone and dial the Auto Attendant Administration extension (209)
   - From an outside line, use the Auto Attendant to transfer to the Auto Attendant administration extension (209).

NOTE: If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 36. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

2. Type the password for the Auto Attendant. The first time you access the Auto Attendant the default password is set to 209. See "Changing the Auto Attendant Password" on page 45.
3. Follow the voice prompts to record a Main greeting and an After Hours greeting.

Enabling the After Hours Greeting

Your phone administrator defines the times that the Auto Attendant plays the Main Greeting and the After Hours greeting. However, if you have administrative access, you can override this setting by pressing the After Hours button or by choosing a greeting as follows:

On your PHM1200 IP phone screen interface:

Open the Auto Attendant menu on your phone screen and select the greeting you want to play: Main Greeting or After Hours. A green checkmark indicates which greeting is currently enabled.

NOTE: When you override the Auto Attendant greeting, your setting stays in effect until the next greeting window defined for your phone system. Contact your phone administrator for information on the greeting windows defined for your phone system.

Changing the Auto Attendant Password

If you have administrative access, you can change the Auto Attendant password as follows:

Do one of the following:

- Open an intercom on your phone and dial the Auto Attendant Administration extension (209).
- From an outside line, access the Auto Attendant and enter your Auto Attendant Administration extension (209) when prompted.

NOTE: If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 36. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

4. Choose option 3 from the Auto Attendant voice prompt menu.
5. Follow the voice prompts to change the password.

Managing Operator Calls

Your phone administrator can add you as a "Live" Operator; this enables the Operator, Operator DND and System Voice Mail feature buttons on your phone. When a caller presses zero in response to an Auto Attendant prompt or gets transferred to the operator (via extension 200), the calls get routed to your phone or multiple phones that are assigned as operators in the list. You can opt out of the list by selecting the Operator DND (do not disturb) button. You can also access messages using the System Voice Mail feature button.

Linksys One Contact Information

Need to contact Linksys One?

Visit us online for information on the latest products and updates to your existing products at

http://www.Linksys.com

Customer Service Contacts

If you experience problems with any Linksys One product, you can call us at:

1-866-870-5826

For Email Service, submit your requests or questions on-line at www.Linksys.com

(Details on Warranty and RMA issues can be found in the Warranty Information section in the product's Quick Installation Guide.)

Normal business hours for RMA Customer Service are from 6 AM to 8 PM Pacific Time Monday through Friday, and 8 AM to 5 PM Saturday and Sunday.

Phone: (800) 546-5797 (Option 3)

Fax: (949) 823-3007

For Email Service, submit your requests or questions on-line at www.Linksys.com

Corporate Contacts

Normal business hours are from 8 AM to 5 PM Pacific Time Monday through Friday.

Phone: (949) 261-1288

Fax: (949) 823-3002

Sales Contacts

Normal business hours are from 7 AM to 5 PM Pacific Time Monday through Friday.

Phone: (800) 546-5797 (Option 1)

Fax: (949) 823-3007

For Email Service, submit your requests or questions on-line at www.Linksys.com

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Software Release 1.3